



September 27, 2021

Ms. Marjorie Williams
Broadband, Cable & Franchising Division Director
Office of Cable and Broadband Services
51 Monroe Street
Rockville, MD 20850

Dear Ms. Marjorie Williams,

At RCN, we are committed to doing everything we can to provide our customers with the best, most advanced services backed by award-winning customer care. Each of us works hard to ensure that the communities we serve have access to the fastest and most reliable Internet, TV and phone services. Each and every day, we endeavor to deliver high-quality services at a great value and have always aimed to put our customers first.

RCN strives to keep prices as low as possible. The cost of the channels available on our lineup continues to have significant increases in fees required by the large corporate broadcasters and cable networks. Programming fees paid to entertainment networks and regional sports networks, in addition to retransmission consent fees demanded by local broadcasters, comprise one of the largest costs in our business; as a result, we are forced to adjust our rates to help offset the delivery and the total cost of programming content. We recognize this is not an easy time for so many and have worked hard to minimize the cost increases to our customers. For more information about the costs associated with TV programming, please visit www.RCN.com/rateFAQs.

RCN is continually improving and upgrading our network to meet the growing needs of our customers. This is crucial in keeping our network robust while the demand for internet speed and capacity continues to increase. Although RCN absorbs much of the cost increases associated with network upgrades and service improvements in order to minimize price adjustments on our services, it is sometimes necessary to update our rates. We believe these changes are in keeping with the value provided by RCN—consistently delivering outstanding network performance and reliability.

Because of this, several specific fee(s) and promotion amounts (as applicable, based on the scheduled expiration date) will be adjusted, excluding taxes and fees, effective on customers' November billing statement. Below please find a summary of rate adjustments for specific fees; unless otherwise notated, the listed taxes, surcharges and/or fees are neither government mandated nor a tax imposed by the government; they are either a surcharge and/or fee RCN assesses and retains:

- The Limited Basic programming tier will increase by \$6.65. This fee applies to all TV packages to help offset the costs of programming content and delivery of the local and regional broadcast television signals to our customers. (Applies to customers installing after October 6, 2020).
- The Signature TV programming tier will increase by \$3.00. This fee helps offset the cost of programming and the delivery of sports & entertainment networks such as Discovery/Scripps, Comcast/NBC Universal, Turner, ABC/Disney/ESPN/Fox and others. (Applies to customers installing after October 6, 2020).
- The Broadcast TV Surcharge will increase by \$5.00. This fee applies to all TV packages to help offset the costs of programming content and delivery of the local and regional broadcast television signals to our customers. (Applies to customers installing prior to October 6, 2020).
- The Sports Surcharge will increase by \$3.50. This fee applies to all cable packages with Signature TV or higher to help offset the delivery and cost of programming associated with professional, collegiate, and amateur games as well as other sports content. (Applies to customers installing prior to October 6, 2020).
- The Entertainment Networks Surcharge will increase by \$3.50. It helps offset the costs of programming and delivery of entertainment networks such as Discovery/Scripps, Comcast/NBC Universal, Turner, ABC/Disney/ESPN/Fox and others. This fee applies to RCN cable packages with Signature TV or higher. (Applies to customers installing prior to October 6, 2020).
- Additional programming tiers such as Premiere Sports, News & Information, Children & Family, Movies & Entertainment, and Premiere Total will increase by \$3.00 each. This is to help offset the costs of programming and delivery of these networks.
- Premium channels such as the HD Premium Tier, HBO, Cinemax, Showtime, and/or Starz will increase by \$1.00 each. This is to help offset the increased costs associated with programming and delivery of these networks.

- TV equipment will increase by \$3.00.
- Modems and/or routers used for Internet service will increase by \$2.00.
- The Network Access and Maintenance Fee will increase by \$1.40. This fee helps defray costs associated with building and maintaining RCN's fiber rich broadband network, as well as the costs of expanding network capacity to support the continued increase in customers' average broadband consumption.
- Whole-Home WiFi will increase by \$1.00.
- Telephone service will increase by \$2.00.

Periodically, franchise, utility, PEG fees and other government mandated fees and taxes are also adjusted in keeping with regulatory requirements. These fees and taxes are government mandated and we are required to comply.

Service improvements from RCN**

We continue to make substantial investments and upgrades to our network and technology to give our customers more for their money on the services and features they care about most, while recognizing that the online world and how people use it has changed:

- **Stream TV app** - Take your RCN Streaming TV experience with you with our new app that lets you watch and record your favorite shows from any room in your house.
- **Start-over/Catch-up*** - Never miss the beginning of a program again! With our new Start-over/Catch-up feature, you can watch popular programs for up to 72 hours after they initially aired.
- **eero Pro 6** - The fastest eero yet. Uses the power of Wi-Fi 6 to increase efficiency of your network.
- **RCN Pro-gaming** - Designed especially for gamers, this router delivers a suite of features that are designed for gamers by gamers. Get the most out of your online gaming experience.
- **Gig Speed Internet*** - Surf, stream, work and game faster than ever—we continue to expand to more and more neighborhoods.
- **Award-Winning Internet** – Top-ranked in Customer Service, Tech Support, and Value.*

Alternate TV and streaming video package options available

We have TV package alternatives available to help customers customize their viewing options, including high-speed Internet and streaming TV options, providing the best value for the channels watched most.

We are local—we live and work in your community, and are committed to serving you, our friends, families and neighbors. We're here to help. Thank you for being a RCN customer.

Sincerely,



Sanford Ames, Jr.
Sr. Vice President and General Manager
RCN - Washington, DC Market

**Start-over/Catch-up requires compatible equipment. The ability to "start over" or "catch up" may vary by network, is dictated by the content provider and is subject to change at any time without notice. Fast forwarding may be disabled on some shows and is controlled by the content provider. Internet upload and download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of RCN's control. Gig Internet offers speeds up to 940 Mbps. Certain equipment may be required to receive Gigabit speeds up to 940 Mbps. A trademark of Ziff Davis, LLC. Used under license. Reprinted with permission. Where available. © 2021 Ziff Davis, LLC. All Rights Reserved.*

***Not all services are available in all areas. Some services have a minimum speed requirement. Certain services are available to residential customers only. For details, please visit www.rcn.com*